

From: Marion Sakima/=TMS/Toyota. Sent: 10/2/2007 10:59 AM.
To: [-] George Morino/=TMS/Toyota@Toyota.
Cc: [-] .
Bcc: [-] .
Subject: Fw: Fw: SSC 70 F Toyota Camry All Weather Floor Mat Accessory.

George -

This is the letter we have prepared, your thoughts would be appreciated.

Also, for those people whose vin shows up in TIS as involved but don't have the mats, will TIS forever show the SSC as outstanding?

----- Forwarded by Marion Sakima/TMS/Toyota on 10/02/2007 10:56 AM -----

Eddie Campos/TMS/Toyota
10/02/2007 10:27 AM
To Marion Sakima/TMS/Toyota@Toyota
cc Araceli Salceda/Lexus/Toyota@Toyota, David Weigand/Scion/Toyota@Toyota, Lisa Valenzuela/Scion/Toyota@Toyota, Percy Chan/TMS/Toyota@Toyota, Renee Williams/Scion/Toyota@Toyota
Subject Re: Fw: Fw: SSC 70 F Toyota Camry All Weather Floor Mat Accessory

Helilo Marion,

This is my first draft please let me know what changes are needed.

October 2, 2007

Mr. Joe Smith
123 Green St
Kapuskasing ON P5N 2x2
Canada

Dear Mr. Smith:

We are writing in response to your request for information regarding a manufacturer's recall or a special service campaign that would involve your 2007 Camry.

We have checked the serial number of your vehicle, XXXXXXXXXXXXX with our records and determined your vehicle is involved in Special Service Campaign SSC 70F - Toyota Camry All Weather Floor Mat Accessory. Per our conversation on (date), you have confirmed this vehicle does not have All Weather Mats. Since the SSC is on the accessory and not the vehicle, your 2007 Camry, VIN XXXXXXXXXXXX, is not affected by this SSC.

If you have any questions, please do not hesitate to contact our office at 800-331-4331.

Sincerely,

Eddie Campos
Toyota Customer Experience

Eddie Campos
Customer Experience Center
Tel. 310-468-5788
Fax. 310-381-5340

Marion Sakima/TMS/Toyota

10/01/2007 10:07 AM

To David Weigand/Scion/Toyota@Toyota, Renee Williams/Scion/Toyota@Toyota, Eddie Campos/TMS/Toyota@Toyota, Lisa Valenzuela/Scion/Toyota@Toyota, Araceli Salceda/Lexus/Toyota@Toyota, Percy Chan/TMS/Toyota@Toyota

cc

Subject Fw: Fw: SSC 70 F Toyota Camry All Weather Floor Mat Accessory

All ~

PQSS advises the following...

Eddie ~

If you can tweak and/or write a new SSC Clearance Letter for this specific issue, following what George has indicated below, that would be great. Run it past me and/or Renee before using/finalizing.

Once we have a letter in place, I'll update the floor on the process.

Marion

----- Forwarded by Marion Sakima/TMS/Toyota on 10/01/2007 10:04 AM -----

George Morino/TMS/Toyota

10/01/2007 09:57 AM

To Marion Sakima/TMS/Toyota@Toyota

cc Percy Chan/TMS/Toyota@toyota

Subject Re: Fw: SSC 70 F Toyota Camry All Weather Floor Mat Accessory

Hi Marion:

If the owner confirms that they do not have the All Weather Floor Mat, I think you can write a letter that states:

The vehicles does not have any outstanding campaigns provided it is not equipped with genuine Toyota Camry All Weather Floor Mats.

If the owner has the Toyota Camry All Weather Floor Mat, please have them go to a dealership for a refund.

Thanks!

George Morino
National Manager

Quality Compliance Department
Product Quality and Service Support
Toyota Motor Sales, U.S.A., Inc.
Tel. 310-468-3392
Fax 310-468-3399

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Marion Sakima/TMS/Toyota
10/01/2007 08:24 AM
To George Morino/TMS/Toyota@Toyota
cc Percy Chan/TMS/Toyota@Toyota
Subject Fw: SSC 70 F Toyota Camry All Weather Floor Mat Accessory

Good morning George.

Below is a scenario I'm not sure anyone could have anticipated. Customer's that are taking/exporting vehicles from the US into Canada are requesting a clearance letter. I don't believe the following question from the Q & A addresses this.

Would it be a matter of confirming with the customer that the vehicle does not have the mats and generating a clearance letter? Wouldn't this documentation need to be reflected somehow in TIS for NHTSA reporting?

Please advise.

Marion

----- Forwarded by Marion Sakima/TMS/Toyota on 10/01/2007 08:13 AM -----

Eddie Campos/TMS/Toyota
10/01/2007 08:10 AM
To Renee Williams/Scion/Toyota@Toyota, Marion Sakima/TMS/Toyota@Toyota
cc Lisa Valenzuela/Scion/Toyota@Toyota, Araceli Salceda/Lexus/Toyota@Toyota, Rochelle Harma/TMS/Toyota@Toyota
Subject SSC 70 F Toyota Camry All Weather Floor Mat Accessory

Good morning ladies,

We are getting request for clearance letters for vehicles purchase used without the all weather mats. The vehicles do come up as being involved in the SSC and not completed. How should we handle these situations? We normally send a letter saying it's not completed and ask the customer to go to a dealer, but since there are no mats in the vehicle do we want to do that?

Please let me know.

Thank you.

Eddie Campos
Customer Experience Center
Tel. 310-468-5788
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